

Office of the Illinois State Treasurer
Position Description

Position Title: Payment Services Intern
Division: Investments, Banking & Finance
Domicile: Springfield

Position Summary:

The goal of the Treasurer's Office Internship program is to provide a worthwhile experience to students who are interested in understanding how government agencies and financial entities work together to provide vital services to the public. The Office of the Treasurer maintains departments including Investment Operations, Banking, Information Technology, Communications, Policy, Scheduling/Advance, Legal, and Unclaimed Property that offer hands-on opportunities to understand how a Constitutional Officer and their staff conduct essential job duties.

Supervision:

Reports to the Director of Illinois Funds/E-Pay Administration

Duties and Responsibilities:

- Provides multifaceted support to the Director of Illinois Funds/E-Pay Administration and divisional staff in administering and optimizing the execution of the E-Pay electronic payment service platform
- Provides customer service as needed for the E-Pay account holders, including assisting in the resolution of challenges and inquiries
- Assists in processing the inflow of participant information, applications, E-Pay enrollments, and direct deposit requests, ensuring all are set up appropriately with vendors, state agencies, and custodial banks
- Creates and updates shared docs, web images for all accounts, maintaining and checking on the enrollment and boarding process to adhere to committed timelines
- Participates in the development of specific marketing plans and initiatives, including assisting in the planning and execution of symposiums, seminars and other external events and programs, as well as the development of marketing brochures and other communications
- Conducts research on the latest industry language and standards regarding information technology, privacy and security
- Contributes to the production of memos, standard operating procedures, analytical spreadsheets/visual representations and other special projects
- Assists with creation of specialized communication and correspondence activities
- Assists with daily office activities as assigned
- Performs other duties as required or assigned which are reasonably related to the duties enumerated above

Required Skills:

- Reliable and detail-oriented, excellent organizational aptitude
- Positive "can-do" attitude and strong overall work ethic
- Works well with others in a team environment
- Ability to multi-task and focus in a time-sensitive environment
- Strong written and verbal communication skills
- Ability to maintain satisfactory working relationships and communicate effectively with all levels of staff and the general public
- Proficiency in Microsoft Office applications, including Word, Excel and PowerPoint

Payment Services Assistant

Upon completion of this internship, you will have learned:

- How payment services are managed and executed in a governmental setting
- First-hand, real-time knowledge of the rapidly evolving electronic payment industry
- Best practices for electronic payment, research, public relations, and communications